

PATENT  
00EC037/78111



7-22-04

41 2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al. )  
                              )  
Title: Providing Customer Data to an )  
Automatic Call Distribution System )  
Agent )  
                              )  
Serial No.: 09/499,817 )  
                              )  
Filed: 8 February 2000 )  
                              )  
Examiner: Bing Q. Bui )  
                              )  
Art Unit: 2642 )  
                              )

I hereby certify that this paper is being  
deposited with the United States Postal  
Service as Express Mail in an envelope  
addressed to: Mail Stop Amendment, Commissioner  
for Patents, P.O. Box 1450, Alexandria, VA  
22313-1450 on this date.

21 July 2004 Shawn W. B.

Date  
Express Mail Label No. EL 996736 125 US

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JUL 26 2004

Technology Center 2600

**AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action mailed 29 April 2004. This reply hereby  
authorizes the charge of any deficiency in fees in connection with the captioned application to  
Deposit Account 03-2470. No new matter is added. Please amend application as follows: